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**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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**TITLE: BUSINESS TAX REPRESENTATIVE II**

**DEFINITION**

Under general supervision, to coordinate and participate in the administration and collection of business tax, transient occupancy tax and other business related activities within the City; and to do related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is the journey level in the Business Tax Representative series. Positions at this level are distinguished from other classes within the series by the higher level of responsibility assumed and the complexity of duties assigned. Employee perform more difficult and responsible types of duties assigned to classes within the series, including explaining policies, procedures, rules and regulations to subordinates. Employees at this level are expected to have a broader knowledge base and to be trained in all procedures related to assigned areas of responsibility and to exercise greater judgement and discretion.

**REPORTS TO:** Business Tax/Collections Supervisor

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Business Tax/Collections Supervisor. May exercise lead responsibility for Business Tax Representative I's, if assigned.

**EXAMPLES OF DUTIES**

Typical duties may include, but are not limited to, the following:

- Serve as a counter and telephone representative; accept business tax applications; accept and process business tax payments; and answer telephone inquiries.
- Balance payments and cash on a daily and monthly end basis to verify accuracy of work processed.
- Implement policies and procedures to insure collection of all City business tax, transient occupancy tax, bingo applications, vendor permits and bicycle licenses.
- Perform a wide variety of clerical duties including typing, filing, record verification; sort, code and file correspondence; process returned check letters; order forms and supplies.
- Investigate and process all new and existing renewals for accuracy and interpret existing code sections applicable to situation.
- Participate in the routine preparation of monthly renewal notices, processing and auditing payments and issuing final certificate.
- Participate in routine audits of business records to ensure proper tax payment.
- Participate in the routine administrative and enforcement activity relating to transient occupancy tax.
- Participate in routine field inspections performed by staff.
- With limited supervision, participate in determining final decisions regarding customer complaints and disputes.

- Collect delinquent accounts by telephone and in person as required.

## QUALIFICATIONS

### Knowledge of:

- Customer service policies and procedures.
- Investigate techniques useful in offering assistance in inspecting business activities to ensure compliance with business tax requirements.
- Municipal Code interpretation and enforcement.
- Accounting and book-keeping procedures.
- Modern office practices, methods and procedures.

### Ability to:

- Work well under stressful situations.
- Effectively handle conflict situations with customers and maintain good public relations while protecting City interest.
- Interpret the business tax code, policies and procedures.
- Do research and perform mathematical computations.
- Communicate clearly and concisely, orally and in writing.

### Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade.

Experience: One year experience performing duties comparable to those of a Business Tax Representative I.

**MEDICAL CATEGORY:** Group 1

### NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

### CAREER ADVANCEMENT OPPORTUNITIES

**FROM:** Business Tax Representative II

**TO:** Senior Business Tax Representative